PRAMOD KUMAR SINGH

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--SUMMARY--

15+ Years of exclusive & rich experience in managing Information systems department of Hotel, Smart class & Service & Support Industry with extensive experience in pre-opening & difficult projects.

Specialties: Hotel Pre-opening Expert for Information Systems Department & Management, Server Virtualization and Optimization Business Continuity/ Disaster Recovery Management, Process & Technology Transition Hospitality Technology Networking, AD management, Hospitality software like IDS NEXT, Opera, scale, Delphi etc.

Areas of Expertise: Testing & Troubleshooting | Project Management | System Administration I Vendor Relations | Strategic Planning | Resource Allocation | Effective Communication I Team Leadership | Business Continuity | Data Backup & Recovery | Vista for Movies Management | Go frugal Retail Software|.

--- HIGHLIGHTS---

# Network Configuration & Support	# New Technology and Product Research
# Data Connectivity	# VoIP Knowledge
# Cloud Computing	# System Design
# Data Visualization	# Project Management
# Advanced TCP/IP Knowledge	# Extensive windows Experience
# Excellent Time management.	# Application Troubleshooting
# Server Configuration	# Software and Hardware Updates
# Good Presentation Ability	# Reporting & analysis.

-- Working Experience --

1. **Manager – IT (HOD)**   **01ˢᵗ FEB 2020 to till date**

    Heritage Village Resort & Spa Manesar, Gurgaon. **(Room 155)**

    Company Profile*:*   Heritage Village Resort & Spa Five Star (Under Select Hotels Ltd). 155 Room Property.

    Job Responsibilities:

    - Manage the Hotel IDS Windows 2012 Server (Fortune Next V6.5 IDS).
    - Configure the POP & Microsoft 365 Ex-change mail Server on Cloud (365 Microsoft Outlook Exchange Server).
    - My SQL 2005/2008/2012/2015 server management & Oracle 10G/11G base database management.
    - Installing & managing DC/DNS/DHCP/File server and Wins Server.
    - Coordinate with the OTA's channel partner (Staah & Synaxis).
    - Manage Wi-Fi controller & AP's (Ubiquity, IBM, I Ball etc.).
    - Manage the EPBAX System (Alcatel, NEC).
    - Manage the RAPUP Smart Guest CRM.
    - Manage Vanguard DOOR Lock system & Attendance system.
    - Configure the security Antivirus application (Quick Heal Enterprise Version)
    - Manage the 24 online gateway servers for Wi-Fi User and bandwidth (Tata Lease Line 20 MBPS).
    - Manage Windows 2012 Application & Data Server.
    - Manage Netgare NAS 5TB Raid 5 Technology with Cloud Support.
    - Disaster Recovery Planning (DRP).
    - Budgeting & cost Control.
    - Manage Windows 2012 Domain Controller and User data for Select Domain.

- Manage Backup Server for Hotel data and User Data.
- Manage Firewall Sophos XG 135.
- Manage the internal & hosted network infrastructure including Firewalls, Server, and Switches.
- Coordination with the Vendor (For AMC, IT Product, Services etc.) (Expert in SLA's).
- Promptly resolve customer service issues and request.
- Troubleshooting with Windows 2008, 2012 servers with SQL databases.
- Replaced outdated and malfunctioning hardware to improve performance.
- Test and troubleshooting client equipment remotely and on-site.
- Configure the Network Printer (Canon, HP).
- Policy & Procedures documentation.
- Assets Management.

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2. **Manager – IT (HOD)**   **04th Dec 2018 to 31 Jan 2020**

Wyndham Group of Hotel Ramada Plaza JHV Varanasi **(Room 120)**

Company Profile: Ramada Plaza JHV (Under Wyndham Group of Hotel Rating Five Star). 120 Room Property Ramada Plaza is a five-star luxury hotel which combines business with pleasure, style with substance, and form with function.

Job Responsibilities:

• Manage the Hotel IDS Windows 2012 Server (Fortune Next V6.5 IDS).

• My SQL 2005/2008/2012/2015 server management & Oracle 10G/11G base database management.

• Installing & managing DC/DNS/DHCP/File server and Wins Server.

• Coordinate with the OTA's channel partner (Staah).

• Manage Wi-Fi controller & AP's (Ubiquity).

• Manage the EPBAX System (NEC).

• Manage Onity DOOR Lock system & attendance system.

• Configure the security Antivirus application (E scan Enterprise Level)

• Manage the 24 online gateway servers for Wi-Fi User and bandwidth (Tata Lease Line 20 MBPS).

• Manage JHV mall Windows 2012 Application & Data Server.

• Manage Vista Server for Movies & Ticket Management for JHV Cinema Varanasi.

• Manage Dress Court & Food Court Software for Retail Counter in JHV Mall.

• Manage TallyERP9 for JHV Mall Accounts.

• Disaster Recovery Planning (DRP).

• Budgeting & cost Control.

• Manage SABRE & SYNXIS Services for online booking for Hotel.

• Manage Windows 2012 Domain Controller and User data for Ramada Domain.

• Manage Backup Server for Hotel data and User Data.

• Manage Cyberoam 25i firewall and Wi-Fi Internet Gateways – 24 Online Systems.

• Manage the internal & hosted network infrastructure including Firewalls, Server, and Switches.

• Coordination with the Vendor (For AMC, IT Product, Services etc.) (Expert in SLA's).

• Manage the POP & Exchange mail server (Mdaemon Exchange Server).

• Promptly resolve customer service issues and request.

• Troubleshooting with Windows 2008, 2012 servers with SQL databases.

• Replaced outdated and malfunctioning hardware to improve performance.

• Test and troubleshooting client equipment remotely and on-site.

• Configure the Network Printer (Cannon, HP).

- Policy & Procedures documentation.
- Assets Management

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3. **System Administrator (IT Head)**   **24th Sep 2014 to 30 Nov 2018**

    Hotel Clarksshiraz Agra **(Room 237)**

    Company Profile: Hotel Clarks Shiraz Agra (Under U.P Hotel Ltd Rating Five Star Deluxe). 237 Room Properties
    Clarks Shiraz Agra is a five-star luxury hotel which combines business with pleasure, style with substance, and form
    with function.

    Job Responsibilities:

    - Manage the Hotel software (Fortune Next V6.5 IDS).
    - Work on the Digital Marketing project.
    - Coordinate with the OTA's channel partner (Staah).
    - Manage Wi-Fi controller & AP's (Brovis).
    - Manage the EPBAX System (Alcatel).
    - Manage the UTM Firewall (Sonicwall, FortiGate 80C).
    - Configure the security Antivirus application (McAfee, Symantec Endpoint, Norton).
    - Manage the DVR security cameras.
    - Responsible for hardware & software installation, maintenance & repair.
    - Strengthening the IT infrastructure through to implementing new technologies.
    - Recommending and implementing improvements and efficiencies.
    - Management of server software and associated backup routines.
    - To evaluate, test, advice, and support to IT related projects.
    - Procurement of IT hardware, software and maintenance product & services.
    - Manage the internal & hosted network infrastructure including Firewalls, Server, and Switches.
    - Manage the Wakeup Call System.
    - Manage the I-Booking Server.
    - Configure OS & Application software.
    - Configure the POP & Ex-change mail Account (Microsoft Outlook).

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4. **Asst. Manager IT Operations.**   **07th July 2007 to 10th Sep 2014**

    Educomp Solution Ltd, Udyog Vihar, Gurgaon

    Company Profile: Educomp Solutions Limited, founded in 1994 is a globally diversified education solution
    Provider and the largest education company in India. Educomp group serves over 34,000 schools and 9.4 million
    Learners and educators across the world. Our vision: To apply innovative solutions to solve critical problems
    Relating to "Quality of Education" and "Access to Education" for all.

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5. **Network Engineer & Administrator**   **02nd June 2006 to 05th July 2007**

    UNIQUE COMPUTER CARE CENTRE, AGRA

    Company Profile: UNIQUE COMPUTER CARE is Provide Computer Solution to his Client and also worked on AMC

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6. Executive - IT   **04ᵗʰ Feb 2005 to 07ᵗʰ Aug 2005**
Tata Indicom, AGRA.

Company Profile*:*   This is a Famous Indian Telecommunication Company They Provide Big Network to Costumer & Also Provide Satisfaction to Customer.
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7. Executive - IT   **09ᵗʰ March 2004 to 08ᵗʰ Jan 2005**
Heritage Max Health Care, Agra.

Company Profile*:*   The Heritage Max Health Care is an Agra Biggest Hospital This is a Franchisee of MAX HEALTH CARE DELHI.
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8. Customer Support Engineer   **04ᵗʰ April 2002 to 12ᵗʰ Feb 2004**
Computer Info-Tec, Agra.

Company Profile*:*   The Heritage Max Health Care is an Agra Biggest Hospital This is a Franchisee of MAX HEALTH CARE DELHI

--------------------------------------- **Professional Qualification** ---------------------------------------

1.   Diploma in Hardware & Networking (1.6 Year Duration)

   CMS Computer Ltd Profile: CMS has always been at the vanguard of the IT movement in India with the a sole objective to empower people with technological advancements.

   Course Details: CCNS (CMS Certified Network Specialist)

2.   Certificate in Novel NetWare 5.1 (Six Month)

   Course Details: CNE (Certified Novell Engineer)

3.   Diploma in Computer Application (Six Months)

   Course Details: DCA (Diploma in Computer Application)

-------------------------------------- **Academic Qualification** --------------------------------------

- B.P.Ed from Krishna College of Science and Rural Technology Agra.
- Post-Graduation in Economies (St. John's College Agra) from Dr. B.R.A University Agra.
- Graduation (St. John's College Agra) from Dr. B.R.A University Agra.
- XII Class from C.B.S.E Board from K.V.S No-1 Air Force Agra.
- X Class from C.B.S.E Board K.V.S No-3 Agra Cantt.

-------------------------------------**Academic Achievement**-------------------------------------

- NCC 'C' Certificate from 1 UP Air Sq. Agra.
- Playing Cricket for Agra University & St John's College Agra Teams.
- K.V.S National Playing Certificate in Cricket.

---**Strengths**--

- Analysis and observance are part of my daily routine.
- I'm a self-motivated person & able to motivate others. Eager to learn things and key factors of working is innovation with a positive attitude and above all communication skills at their excellence.
- Research is the area of keen interest.

---**Hobbies**--

- Computer Troubleshooting.
- Interacting with Peoples.
- Reading Books
- Chatting
- Surfing the Internet
- Telling Motivational Stories
- Playing Cricket

---**Other Details**--

- Indian Passport Number   -   **M6863451**.
- Marital Status   -   Married
- Proficiency in Language   -   English & Hindi
- Date Of Birth   -   01st April 1981
- Spouse Detail   -   Vimlesh Kumari
- Children Details   -   Son – Gauransh (9 Year), Daughter – Vaanya (7 Year).
- Permanente Address   -   63A/S/10, Saraswati Kunj C.O.D Road, Agra -282001

References Will Provide If Needed